



INFORMATION TECHNOLOGY SERVICES (ITS) / YRCS HOURS OF OPERATION FOR SERVICE



Monday – Friday: 7:00 AM – 6:00 PM

IT Service Desk: 928.373.4914

Self-Service web portal at: <https://servicedesk.ci.yuma.az.us>

or

Email your service request to: servicedesk@yumaaz.gov

and a work order will automatically be created for you.

AFTER HOURS SUPPORT SERVICE:

Hours of Operation: 7 Days a Week

Monday-Friday: 6:00 PM – 7:00 AM

Saturday, Sunday and Dark Friday 24 hours:

Information Technology: 928.919.2900

YRCS (Public Safety Systems): 928.373.4940

Special Note: If no answer within 30 minutes escalate to Management Team Members below.

Non-Emergency callouts received by on-call staff may incur additional service charge.

Management Team:

Kathleen Fernandez, Chief Information Officer 928.285.8869

Eddie Carrera, Assistant Director (YRCS) 928.919.4892

Chris Wood, Assistant Director (Infrastructure) 928.446.1625

Wesley Faul, Assistant Director (Applications) 360.430.8262
